

Housing management



Building a skilled and compliant housing workforce

As housing organisations respond to changing regulations and growing resident expectations, demand for skilled housing professionals continues to increase. Our new Professional housing management qualifications, and short course in Damp and mould help providers expand their offer with training that supports competence, compliance, and high-quality service delivery.



The drivers behind demand

Regulation change is raising expectations

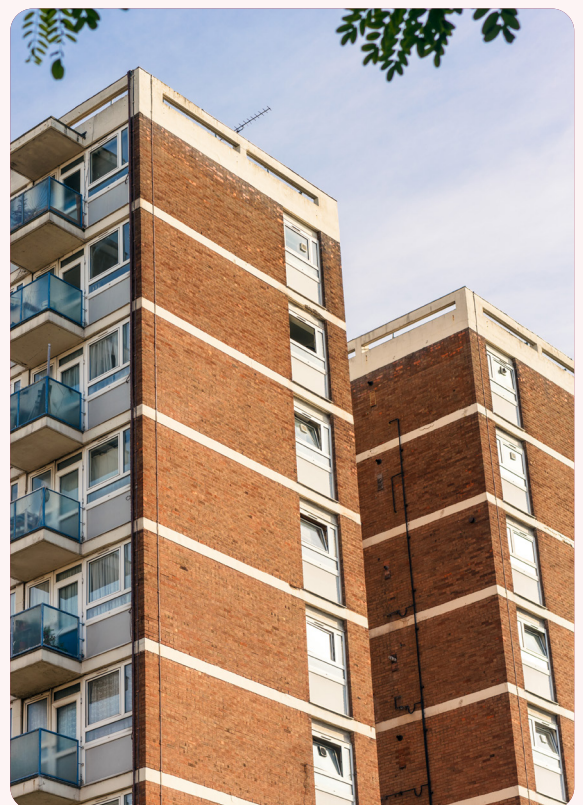
The Competence and Conduct Standard for social housing will require organisations to demonstrate workforce capability and professionalism through recognised qualifications.

Damp and mould are a sector priority

Following Awaab's Law, housing providers are placing greater emphasis on identifying, managing, and preventing damp and mould risks to protect residents and meet regulatory requirements.

Employers need practical workforce development

Housing organisations need flexible, work-based learning solutions that enable them to upskill staff quickly, effectively, and at scale





Professional housing management qualifications

Our Level 4 and Level 5 Certificates in Professional Housing Management help develop skilled, customer-focused housing professionals. Designed in response to the forthcoming Competence and Conduct Standard for social housing, they support workforce competence, regulatory compliance, and progression into senior housing management and leadership roles.

Typical areas of responsibility include:

- Lettings
- Repairs
- Tenancy management
- Customer experience
- Income collection
- Asset-related operations
- Anti-social behaviour



Level 4 Certificate in Professional Housing Management (6730-41)

Who it's for

Suitable for housing professionals in supervisory and management roles developing their operational and leadership capability, including those working for service providers delivering housing services on behalf of housing organisations.

Qualifications at a glance

QAN no: 610/7676/4

City & Guilds qualification no:
6730-41

Guided learning hours (GLH):
56

Funded:
Not funded

What it covers

- Housing management principles and operations
- Tenancy and resident management
- Housing policy and regulatory requirements
- Customer service

Progression

- Suitable for upskilling existing staff
- Supports progression into housing management roles
- To the Level 5 Certificate in Professional Senior Housing Management

Assessment approach

- Portfolio of evidence
- Flexible, practical assignments based on real housing scenarios
- Demonstrate competence in housing management practice
- Designed to fit around workplace responsibilities





Level 5 Certificate in Professional Senior Housing Management (6730-51)

Who it's for

This qualification is designed for senior housing professionals and managers responsible for contributing to organisational strategy, leading services, and driving improvement.

Qualifications at a glance

QAN no: 610/7774/4

City & Guilds qualification no:
6730-51

Guided learning hours (GLH):
71

Funded:
Not funded

What it covers

The qualification focuses on the strategic and leadership aspects of housing management, including:

- Leadership and decision-making
- Service improvement
- Asset management
- Regulatory and organisational performance

Progression

- Supports development into senior housing management and leadership roles
- Aligns with workforce competency requirements
- Provides progression to higher-level leadership and professional qualifications

Assessment approach

- Portfolio of evidence
- Flexible, practical assignments based on real-life housing scenarios
- Demonstrate competence in housing management practice
- Designed to fit around workplace responsibilities





Short course: Level 2 Award in Damp & Mould Awareness (6727-01)

With growing focus on housing quality and resident safety, including the introduction of Awaab's Law, housing providers are under increasing pressure to identify and address damp and mould risks effectively.

This short, targeted qualification provides learners with the knowledge to recognise, respond to, and help prevent damp and mould issues. It supports safer homes, better outcomes for residents, and greater compliance with regulatory requirements.

Qualifications at a glance

QAN no: 601/7788/4

City & Guilds qualification no:
6727-01

Guided learning hours (GLH):
7 hours

Funded:
Not funded

What it covers

This qualification develops the knowledge and awareness to identify, assess and respond to damp and mould risks in line with housing regulations and sector expectations, including:

- Identify the causes, signs, and risks associated with damp and mould
- Understand the potential impact on residents, particularly vulnerable individuals
- Recognise when specialist investigation or intervention is required
- Support timely escalation and compliant responses to housing condition issues
- Apply a risk-aware approach to decision-making and resident safety

Who it's for

Suitable for learners aged 16+ and those working in, or looking to move into, roles such as:

- Frontline housing staff
- Housing management professionals
- Estate and neighbourhood management professionals
- Construction and maintenance operatives
- Heating, ventilation and air conditioning (HVAC) technicians
- Retrofit and energy efficiency professionals
- Other building maintenance and property services roles

Assessment approach

- Online multiple-choice test
- Delivered through our digital assessment platform, Proficient
- Flexible scheduling with quick access to results
- Digital credentials and certificates issued to evidence achievement and competence



Centre requirements

Technical competence

Centre staff delivering these qualifications must be occupationally competent and/or have technical knowledge at a level equal to or above the qualification being taught.

They must be able to demonstrate:

- Relevant industry expertise, subject expertise, and ongoing CPD
- Current knowledge of housing, construction, or build environment practices
- Experience that reflects current industry standards, regulatory requirements, and professional expectations



Why choose City & Guilds



Flexible qualifications designed around employer and learner needs



A diverse portfolio that supports the wider housing workforce



Trusted expertise in technical, vocational, leadership, and compliance-related learning



Opportunities to grow employer partnerships through multi-disciplinary training solutions



End-to-end support for centres, from approval through to delivery

Ready to deliver these qualifications?

Help housing organisations build a skilled, compliant, and future-ready workforce. Contact us to learn more about approval, delivery requirements, and available support.

[Get in touch](#)

